HHCP Healthcare PORTAL
Help Desk User Manual

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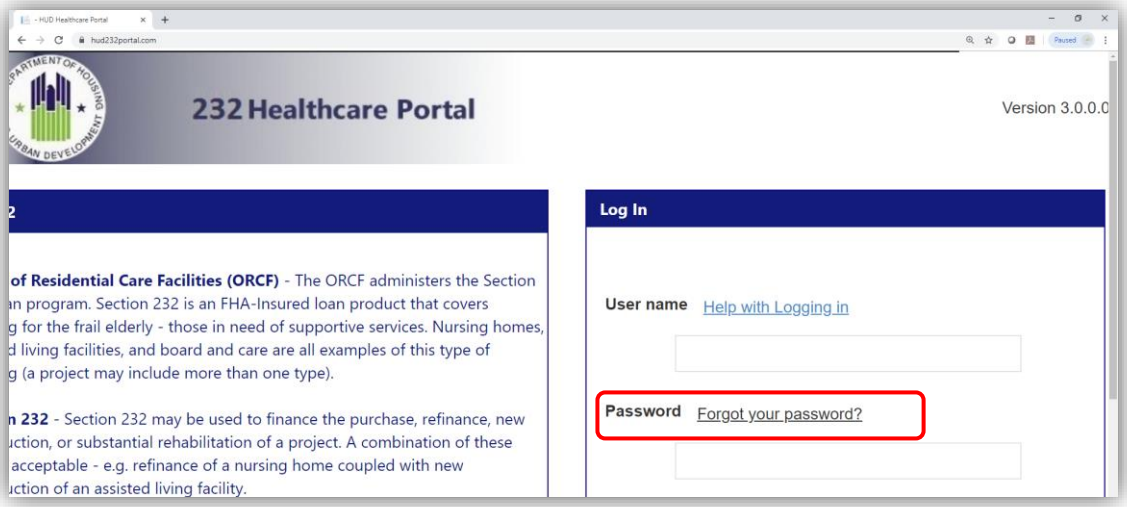
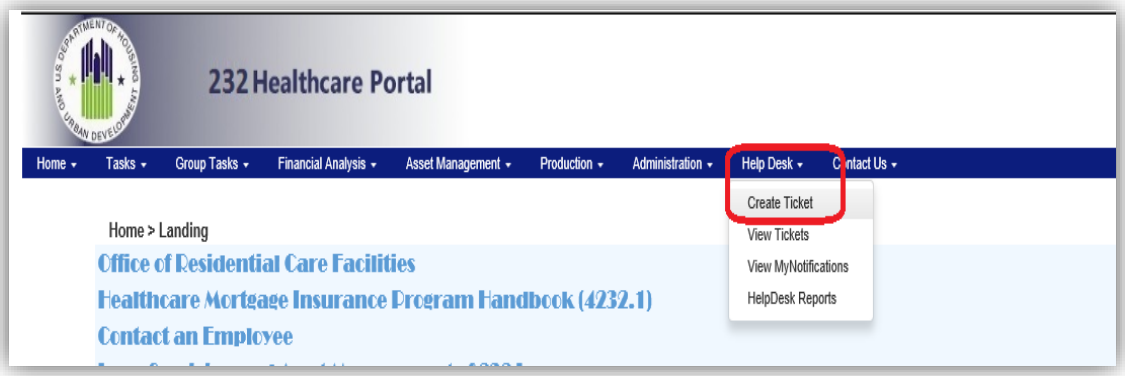
1. Creating a Ticket

1. Log into the PORTAL at https://www.hud232portal.com leveraging your registered email address and password.
2. ***If you have forgotten your password, please click the 'Forgot Your Password' link on the login page and enter in your email address into the field. If you have a valid email address, the system will send you an email with instructions on how to reset your password.***

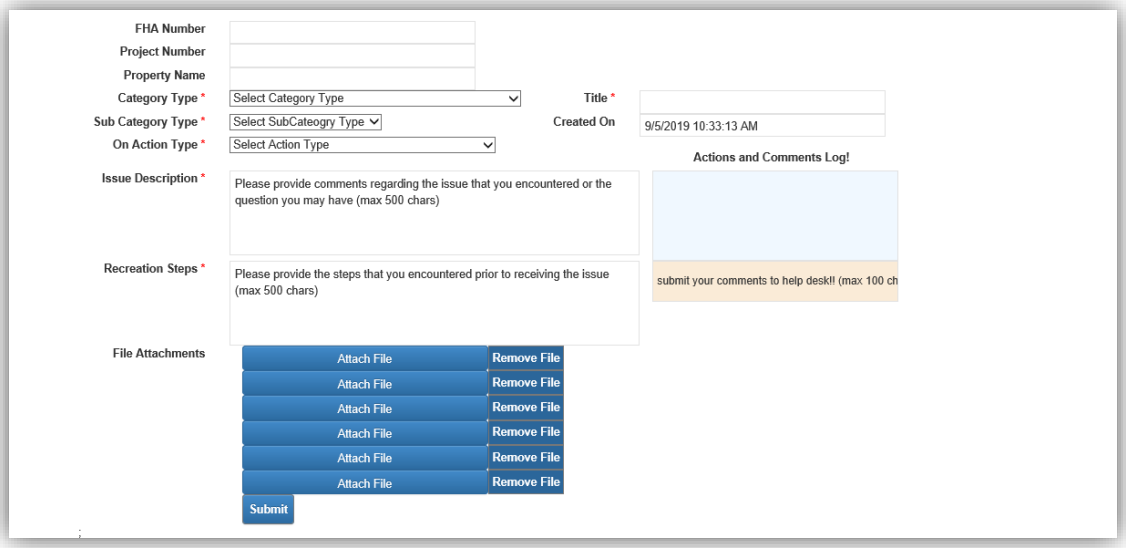


3. Once you have successfully logged into the site, find the quick navigation toolbar located at the top portion of the screen. There will be an option titled 'Help Desk' which will expand to a drop down list when you hover your mouse over it.



4. Select 'Create Ticket' from the drop down menu.

5. This is where you will complete your Help Desk ticket. Fill in the form with all pertinent information. Any field marked with a red asterisk is mandatory.
    a. *Please provide the Help Desk with as much information as possible including a detailed description of the issues you are facing and detail instructions on how to recreate the issue. This information will be used by the team to ultimately solve your issue so it is imperative.*
    b. *To attach a screenshot or another file to the ticket, click the **'Attach File'** button located in the File Attachment section of the form. This will open an interface that will allow you to select a file from your PC to attach. Select the file or files you would like to attach and once they have been successfully uploaded they will appear within the interface.*

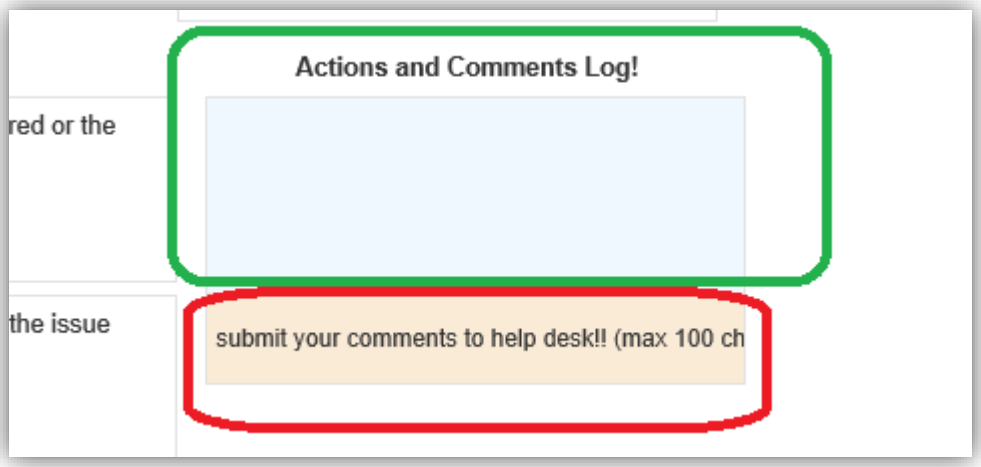


Note: * indicates mandatory fields

6. Once all fields have been completed and attachments have been uploaded, click the **'Submit'** button located at the bottom of the page.

2. Submission of User Comments and the Comments Log

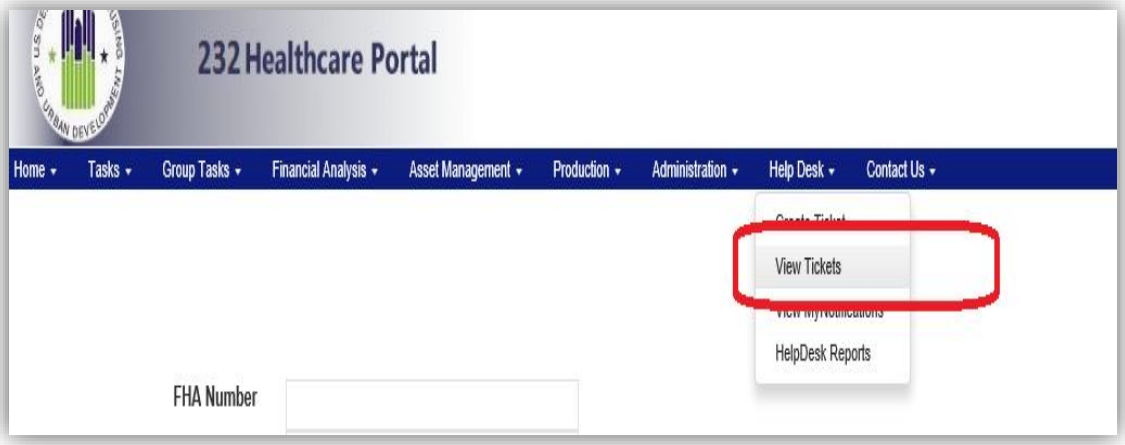
The system will allow a user to also submit comments with their tickets. Please use this section to record any additional comments or to communicate back and forth with the Help Desk.



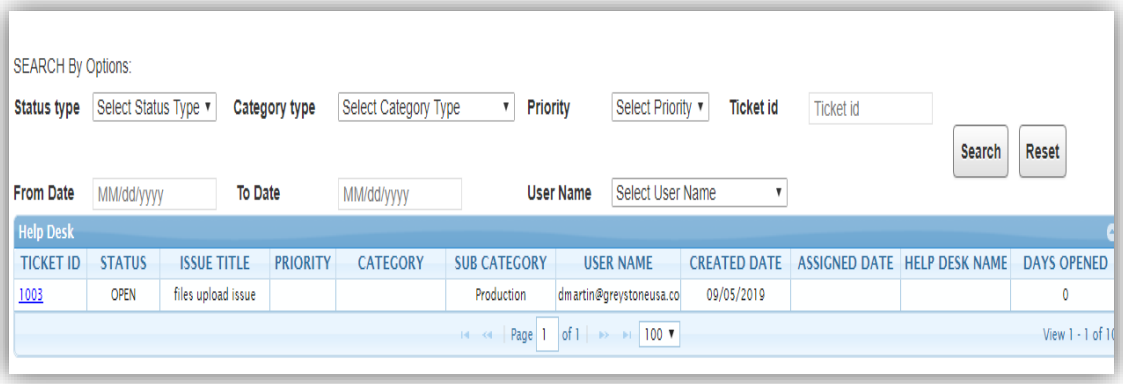
This section is located to the right of the Item Description and Recreation Steps portion of the screen. Simply enter you message into the orange field and it will be entered into the log (blue box above orange comment field) once the ticket has been submitted.

3. View My Tickets

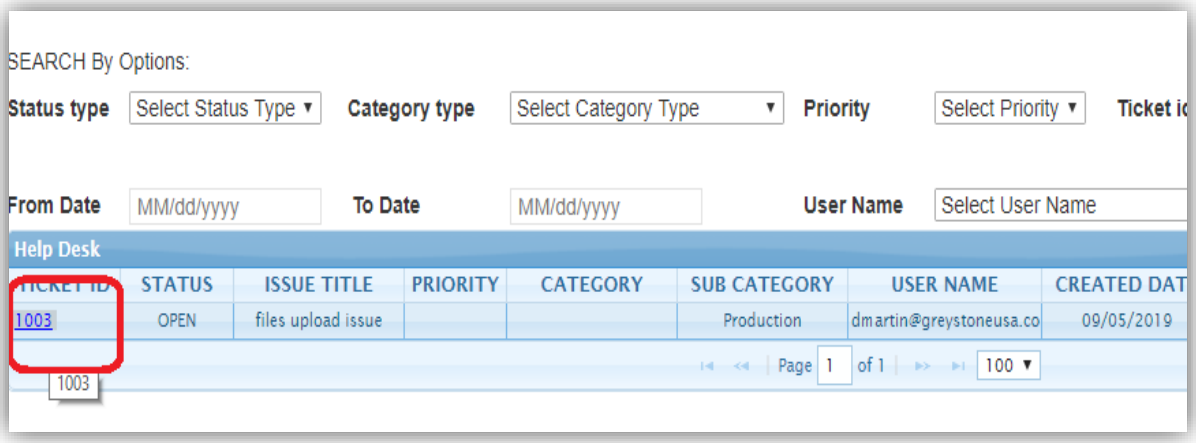
Once you have submitted a Help Desk ticket you have the ability to view all of the tickets you have submitted.



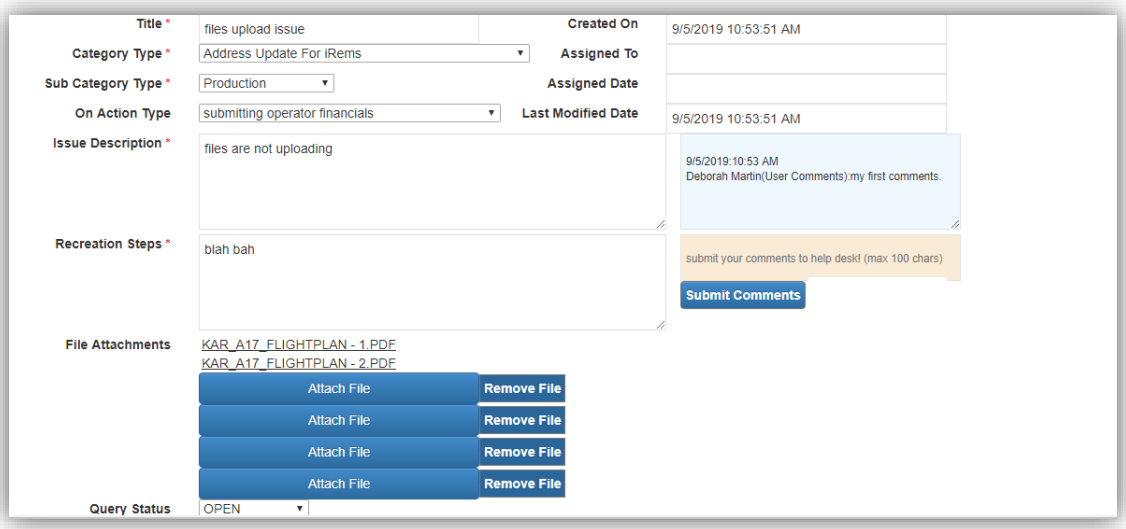
1. Select **'View Ticket'** from the Help Desk drop down on the quick navigation toolbar located at the top of the screen.



2. This will bring up a table on screen that will display all of your submitted tickets along with relevant information about that ticket such as: Issue Title, Priority, Category, Sub Category, etc…
3. To open the detailed view of the ticket, simply click the ticket number which is highlighted in blue within the table. (see screenshot below)

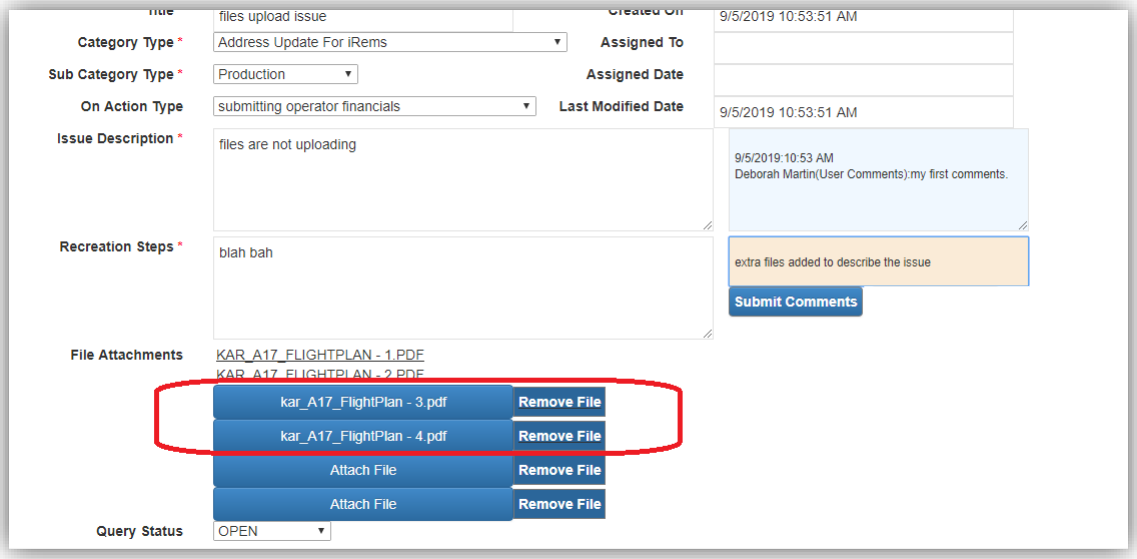


4. This will open the detailed view of the ticket where you can view any comments left by the Help Desk or changes to the ticket.



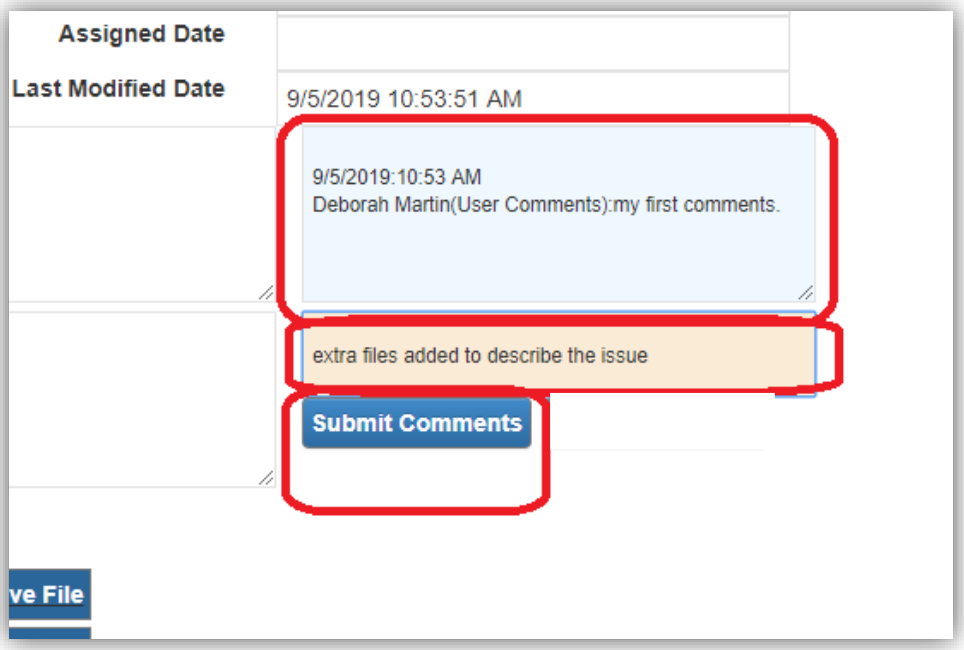
4. Upload Files (Attachment) After Ticket Submission

The system will allow a user to also add files after a ticket has been submitted. This usually occurs when the Help Desk need to request further information from the user in order to correctly diagnose their issue. You are allowed to upload new attachments and add comments.



1. You will see any file you previously attached to the ticket listed next to file attachments and can be downloaded by clicking on the file name.
2. To add an additional file, simply click the **'Attach File'** button highlighted in the screenshot above and select the file or files you would like to attach.
3. Once they have been uploaded successfully they will appear in blue.
4. You can also remove a file by clicking **'Remove File'** located next to the Attach File button.

5. Submit Comments after Ticket Submission

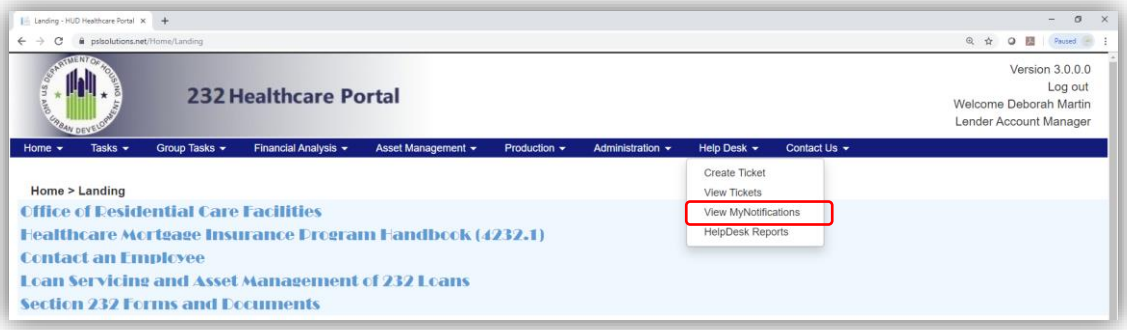


If additional information is needed by the Help Desk to resolve the issue presented, they will request additional information from you by using the comment feature and log. All comments made will appear in the blue comments log that appears above the comments box. They will be timestamped and identified by whomever created the comment. To respond to a comment follow these instructions:

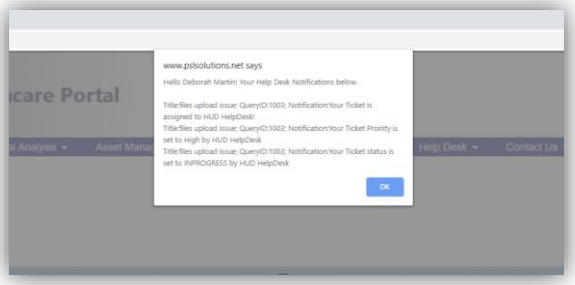
1. Enter in your response or comment into the orange field.
2. Click the 'Submit Comments' button below the Comments field
3. Your comment will be added to the log and a notification will be sent to the Help Desk.

6. View My Notifications

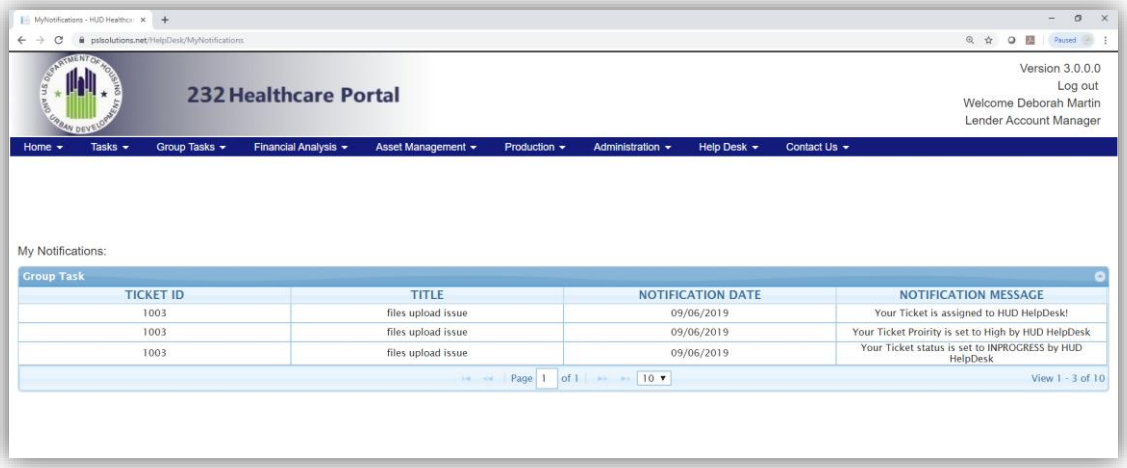
Whenever something happens to a ticket you have submitted, whether it's a status change, a new comment, or your ticket being assigned to a Help Desk staff member; you will receive a notification of that change.



1. Select **'View My Notifications'** from the Help Desk drop down on the quick navigation toolbar located at the top of the screen.
2. You will receive a pop-up (see screenshot below) which will inform you of your most recent notifications.

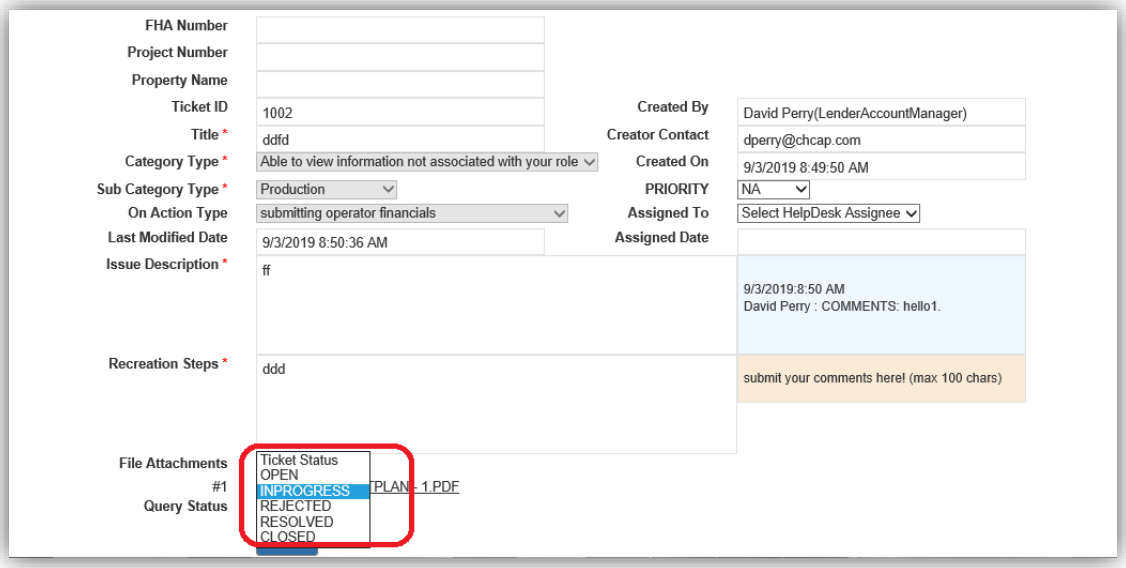


3. Click 'OK', the pop-up will go away and you will be shown the notifications grid (see screenshot below).
4. The grid will display all of your notifications in chronological order. Use this to keep track of progress and status of your tickets.



7. Ticket Status

All tickets will be assigned a status as it moves through the help desk process. The current status of a ticket is easily viewable in the Tickets Grid and all changes to status will be posted to the 'My Notifications' tab. Only HUD ADMINs will be able to change the status of a ticket. The statuses are as follows:



- **OPEN** – The ticket has been submitted by a user but has not been assigned to a help desk staff member.
- **IN PROGRESS** – The ticket has been assigned to a help desk staff member and is currently being worked on.
- **REJECTED** – The ticket has been rejected due to one or more reasons. These reasons should be outlined within the comments of the ticket.
- **RESOLVED** – The ticket or issue has been resolved and is awaiting user confirmation to verify resolution.
- **CLOSED** – The ticket has been resolved and closed. No other action will be taken by the help desk concerning this ticket.